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**CERTIFICATE OF MAILING UNDER 37 C.F.R. 1.8(a)**

I hereby certify that this correspondence is being deposited with the United States Postal Service with sufficient postage as first class mail in an envelope addressed to Mail Stop -Petition - No Fee, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450, on the date indicated below.

5-20-04

*Dora Rios*

Date

Dora Rios

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re Patent Application of:  
Judkins, et al.

Serial No.: 09/513,784

Filed: February 25, 2000

For: INTEGRATED ACD AND IVR  
SCRIPTING FOR CALL CENTER  
TRACKING OF CALLS

)  
) Confirmation No. 7190  
)

) Examiner: William J. Deane, Jr.  
)

) Group Art Unit: 2642  
)

) Attorney Docket No. 81544.005  
)  
)

**SUPPLEMENTAL PETITION TO WITHDRAW HOLDING  
OF ABANDONMENT BASED ON FAILURE TO RECEIVE OFFICE  
ACTION AND RESPONSE TO MAY 11, 2004 OFFICE ACTION**

**RECEIVED**

**MAY 28 2004**

**Technology Center 2600**

Mail Stop: Petition - No Fee  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Dear Sir:

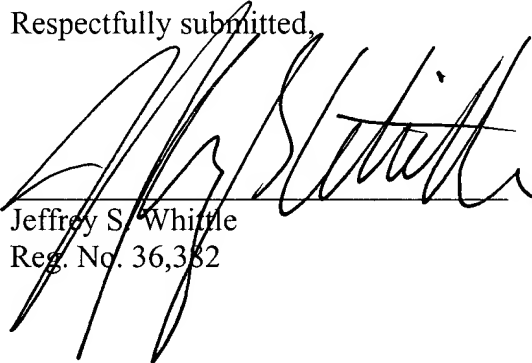
Applicant files this Supplemental Petition in response to the May 11, 2004, Office Action and in response to the "Notice of Abandonment" dated September 23, 2004. Applicants respectfully request that the Office withdraw its holding of abandonment for failure to receive payment of the Issue and Publication Fees. Applicants' attorneys never received a copy of the "Notice of Allowance," and to date do not have a copy so as to know what was allowed. A thorough search of the file jacket was conducted and our docket records indicate that the Notice of Allowance was never received. See Affidavit of Jeffrey S. Whittle at Attachment A, paras. 3 and 4, and Affidavit of Leticia Herrera at Attachment 1, paras. 3 and 4.)

Hence, the abandonment of this application was inadvertent, and this petition and statements herein are made without deceptive intent.

In view of non-receipt of the Notice of Allowance, Applicant respectfully requests that its petition be granted, that the Office remail or fax the Notice of Allowance to Attorney for Applicant at the fax number listed below, and that Applicant be granted the statutory 3-month period for responding to the Notice of Allowance and paying the Issue and Publication Fees.

In the event any additional fee is required, the Commissioner is hereby authorized to charge Deposit Account No. 50-0259 (Attorney Docket No. 081544.005) of Bracewell & Patterson, L.L.P.

Respectfully submitted,



Jeffrey S. Whittle  
Reg. No. 36,382

Date: \_\_\_\_\_

5/20/04

BRACEWELL & PATTERSON, L.L.P.  
P.O. Box 61389  
Houston, Texas 77208-1389  
Telephone: (713) 221-1185  
Facsimile: (713) 221-2141

In re Patent Application of:  
Judkins, et al.

Serial No. 09/513,784

## **ATTACHMENT A**



**CERTIFICATE OF MAILING UNDER 37 C.F.R. 1.8(a)**

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5-20-04

*Dora Rios*

Date

Dora Rios

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re Patent Application of:

Judkins, et al.

Serial No.: 09/513,784

Filed: February 25, 2000

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SCRIPTING FOR CALL CENTER  
TRACKING OF CALLS

)  
) Confirmation No. 7190  
)

) Examiner: William J. Deane, Jr.  
)

) Group Art Unit: 2642  
)

) Attorney Docket No. 81544.005  
)  
)

**AFFIDAVIT OF JEFFREY S. WHITTLE**

Mail Stop: Petition – No Fee  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

**RECEIVED**

**MAY 28 2004**

**Technology Center 2600**

Dear Sir:

I, Jeffrey S. Whittle, declare as follows:

1. I am over 18 years of age, am fully competent to give this testimony under oath, and am currently employed by Bracewell & Patterson, L.L.P. (the "Firm").
2. I am attorney of record for Applicants in this matter and have personal knowledge of each statement contained in this affidavit.
3. During the time period from September 4, 2003, which is the date of our last response to the Office Action dated June 6, 2003, until receipt of the Notice of Abandonment dated March 3, 2004 (as well as even through the date of this Affidavit), neither I nor the Firm received a Notice of Allowance from the United States Patent and Trademark Office for U.S. Patent Application Serial No. 09/513,784 (the "Patent Application").

4. A thorough search of the file jacket and docket records was conducted by me (as well as others), and neither the file jacket or the docket records indicate that the Notice of Allowance was received by me or the Firm. (See Affidavit of Leticia Herrera as Attachment 1.)

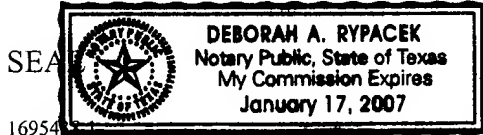
FURTHER AFFIANT SAYETH NOT.

5/20/04  
Date

Jeffrey S. Whittle

STATE OF TEXAS       §  
                                  §  
COUNTY OF HARRIS   §

On this 20<sup>th</sup> day of May, 2004, before me personally appeared Jeffrey S. Whittle, to me personally known as the individual who executed the foregoing affidavit, and who acknowledged to me that she executed the same of her own free will for the purposes therein set forth.



Deborah A. Rypacek  
Notary Public  
My commission expires: January 17, 2007

In re Patent Application of:  
Judkins, et al.

Serial No. 09/513,784

## **Attachment 1**



**CERTIFICATE OF MAILING UNDER 37 C.F.R. 1.8(a)**

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3-3-2004

Date

*Dora Rios*  
Dora Rios

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re Patent Application of:  
Judkins, et al.

Serial No.: 09/513,784

Filed: February 25, 2000

For: INTEGRATED ACD AND IVR  
SCRIPTING FOR CALL CENTER  
TRACKING OF CALLS

)  
) Confirmation No. 7190

)  
) Examiner: William J. Deane, Jr.

)  
) Group Art Unit: 2642

)  
) Attorney Docket No. 81544.005

**AFFIDAVIT OF LETICIA HERRERA**

Mail Stop: Petition - No Fee  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

**RECEIVED**  
MAY 28 2004  
Technology Center 2600

Dear Sir:

I, Leticia Herrera, declare as follows:

1. I am over 18 years of age, am fully competent to give this testimony under oath, and am currently employed by Bracewell & Patterson, L.L.P. (the "Firm") to handle and docket incoming mail from the U.S. Patent Office. I have personal knowledge of each statement contained in this affidavit.
2. As a regular part of my job, I receive and docket incoming mail on the Firm docketing system.
3. During the time period from September 4, 2003 which is the date of our last response to office action, until receipt by the Notice of Abandonment March 3, 2004, I neither received nor docketed a Notice of Allowance for U.S. Patent Application Serial No. 09/513,784 (the "Patent Application").

4. A thorough search of the file jacket was conducted. If the Firm had received the Notice of Allowance, I would have received it and docketed it.
5. Copies of the Firm docketing sheets for this Patent Application showing that no docketing for the Notice of Allowance occurred since the filing of our Amendment and Response to Office Action filed on September 4, 2004, are attached hereto for reference.

FURTHER AFFIANT SAYETH NOT.

March 3, 2004

Date

Leticia Herrera

Leticia Herrera

STATE OF TEXAS

§

§

COUNTY OF HARRIS

§

On this 3<sup>rd</sup> day of March, 2004, before me personally appeared Leticia Herrera, to me personally known as the individual who executed the foregoing affidavit, and who acknowledged to me that she executed the same of her own free will for the purposes therein set forth.

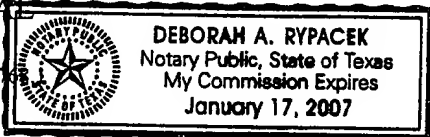
Donald A. Rypacek

Notary Public

My commission expires: 01-17-2007

SEAL

1664





B&amp;P# 081544.000005

PRINTED ON: 9/8/2003

COUNTRY	US	UNITED STATES	TITLE		PRIOR	2/25/2000	
NEW/CON	NEW	SERIAL#	09/513,784	INTEGRATED ACD AND IVR SCRIPTING FOR CALL CENTER TRACKING OF CALLS	MAIL	2/25/2000	
RELATED		PATENT#			FILE	2/25/2000	
TYPE	UTL	STATUS	PENDING		PUBL		
CLIENT	081544	TELTRONICS, INC.	1	CREF	24648	ISSUE	
AGENT				AREF		1ST	2/25/2000
						EXP	2/25/2020

ID	O	ACTION	BASE	DUE IN	DUE	EXTNS	FINAL	EXT	RESPONSE	CALL UP	1	2	P
SC	N	STATUS CHECK	2/25/2000	18 M	8/25/2001	0	8/25/2001	0	12/27/2001	1 M	Y	Y	Y
AW	N	AWAITING POSTCARD	12/27/2001	1 M	1/27/2002	0	1/27/2002	0	1/23/2002	1 M	Y	Y	Y
	N	SC: RE STATUS INQRY	12/27/2001	12 M	12/27/2002		12/27/2002	0	1/31/2003	1 M	Y	Y	Y
NO RESPONSE AS OF 1/31/03.													
SC	Y	STATUS INQUIRY	1/31/2003										
AW	N	AWAITING POSTCARD	1/31/2003	1 M	2/28/2003	0	2/28/2003	0	2/7/2003	1 M	Y	Y	Y
SC	N	SC:RE STATUS INQUIRY	1/31/2003	4 M	5/31/2003	0	5/31/2003	0	6/11/2003	1 M	Y	Y	Y
	Y	FORMAL DWGS FILED	8/6/2003										
AW	N	AWAITING POSTCARD	8/6/2003	1 M	9/6/2003	0	9/6/2003	0	8/15/2003	1 M	Y	Y	Y
RE	N	RESPONSE TO OA	6/6/2003	3 M	9/6/2003	3 1	12/6/2003	1	9/4/2003	2 M	Y	Y	Y
AW	N	AWAITING POSTCARD	9/4/2003	1 M	10/4/2003	0	10/4/2003	0		1 M	Y	Y	Y
S1	N	SC: RE LAST RESPONSE	9/4/2003	8 M	5/4/2004	0	5/4/2004	0		3 M	Y	Y	Y

## INVENTORS

J. ANDREW JUDKINS

MICHAEL SHELTON

DAVID PETERSON

## ASSIGNEES

HARRIS CORPORATION

RECEIVED

MAY 28 2004

Technology Center 2600

USER-DEFINABLE FIELDS		PATENT FIELDS	
ART#		SMALL ENTITY	ART UNIT
LOC	F	CLAIMS	EXAMINER
		PUBLICATION#	CONFIRM#

P50356US00 ENTERED 3/6/2002 MODIFIED 9/8/2003 BY lh

ATTORNEYS JSW / N/A / N/A

## NOTES

R010987/F0795, RECORDED 7/10/00

B&amp;P# 081544.000005

PRINTED ON: 3/3/2004

COUNTRY US UNITED STATES

TITLE

PRIOR 2/25/2000

NEW/CON NEW

SERIAL# 09/513,784

INTEGRATED ACD AND IVR SCRIPTING FOR  
CALL CENTER TRACKING OF CALLS

MAIL 2/25/2000

RELATED

PATENT#

FILE 2/25/2000

TYPE UTL

STATUS PENDING

PUBL

ISSUE

CLIENT 081544 TELTRONICS, INC.

1

CREF 24648

1ST 2/25/2000

AGENT

AREF

EXP 2/25/2020

ID	O	ACTION	BASE	DUE IN	DUE	EXTNS	FINAL	EXT	RESPONSE	CALL UP	1	2	P
SC	N	STATUS CHECK	2/25/2000	18 M	8/25/2001	0	8/25/2001	0	12/27/2001	1 M	Y	Y	Y
AW	N	AWAITING POSTCARD	12/27/2001	1 M	1/27/2002	0	1/27/2002	0	1/23/2002	1 M	Y	Y	Y
N	SC: RE STATUS INQRY	12/27/2001	12 M	12/27/2002		12/27/2002	0	1/31/2003	1 M	Y	Y	Y	
NO RESPONSE AS OF 1/31/03.													
SC	Y	STATUS INQUIRY	1/31/2003										
AW	N	AWAITING POSTCARD	1/31/2003	1 M	2/28/2003	0	2/28/2003	0	2/7/2003	1 M	Y	Y	Y
SC	N	SC:RE STATUS INQUIRY	1/31/2003	4 M	5/31/2003	0	5/31/2003	0	6/11/2003	1 M	Y	Y	Y
Y	FORMAL DWGS FILED	8/6/2003											
AW	N	AWAITING POSTCARD	8/6/2003	1 M	9/6/2003	0	9/6/2003	0	8/15/2003	1 M	Y	Y	Y
RE	N	RESPONSE TO OA	6/6/2003	3 M	9/6/2003	3	12/6/2003	1	9/4/2003	2 M	Y	Y	Y
AW	N	AWAITING POSTCARD	9/4/2003	1 M	10/4/2003	0	10/4/2003	0	9/18/2003	1 M	Y	Y	Y
AN	Y	ABANDONMENT NOTICE	3/3/2004										
N	PET TO WITHD ABND	2/23/2004	2 M	4/23/2004		4/23/2004	0		1 M	Y	Y	Y	
PETITION TO WITHDRAW HOLDING OF ABANDONMENT BASED ON FAILURE TO RECEIVE OFFICE ACTION (MPEPE 711.03 (c) II) - NO FEE REQUIRED													
S1	N	SC: RE LAST RESPONSE	9/4/2003	8 M	5/4/2004	0	5/4/2004	0		3 M	Y	Y	Y

## INVENTORS

J. ANDREW JUDKINS

MICHAEL SHELTON

DAVID PETERSON

## ASSIGNEES

HARRIS CORPORATION

RECEIVED

MAY 28 2004

Technology Center 2600

## USER-DEFINABLE FIELDS

ART#

LOC F

SMALL ENTITY

CLAIMS

PUBLICATION#

## PATENT FIELDS

ART UNIT

EXAMINER

CONFIRM#

P50356US00

ENTERED 3/6/2002

MODIFIED 3/3/2004

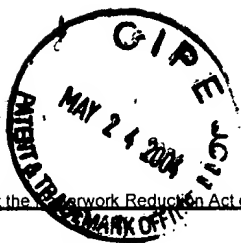
BY lh

ATTORNEYS

JSW / DSB / N/A

## NOTES

R010987/F0795, RECORDED 7/10/00



9200 2642 DAE

PTO/SB/21 (02-04)

Approved for use through 07/31/2006. OMB 0651-0031

U.S. Patent and Trademark Office; U.S. DEPARTMENT OF COMMERCE

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<b>TRANSMITTAL FORM</b> <i>(to be used for all correspondence after initial filing)</i>	Application Number	09/513,784	<b>RECEIVED</b> <b>MAY 28 2004</b> <b>Technology Center 2600</b>
	Filing Date	02/25/2000	
	First Named Inventor	Judkins, et al.	
	Art Unit	2642	
	Examiner Name	William J. Deane, jr.	
Total Number of Pages in This Submission	12	Attorney Docket Number	81544.005

ENCLOSURES (Check all that apply)		
<input type="checkbox"/> Fee Transmittal Form	<input type="checkbox"/> Drawing(s)	<input type="checkbox"/> After Allowance communication to Technology Center (TC)
<input type="checkbox"/> Fee Attached	<input type="checkbox"/> Licensing-related Papers	<input type="checkbox"/> Appeal Communication to Board of Appeals and Interferences
<input checked="" type="checkbox"/> Amendment/Reply	<input type="checkbox"/> Petition	<input type="checkbox"/> Appeal Communication to TC (Appeal Notice, Brief, Reply Brief)
<input type="checkbox"/> After Final	<input type="checkbox"/> Petition to Convert to a Provisional Application	<input type="checkbox"/> Proprietary Information
<input type="checkbox"/> Affidavits/declaration(s)	<input type="checkbox"/> Power of Attorney, Revocation Change of Correspondence Address	<input type="checkbox"/> Status Letter
<input type="checkbox"/> Extension of Time Request	<input type="checkbox"/> Terminal Disclaimer	<input checked="" type="checkbox"/> Other Enclosure(s) (please identify below):
<input type="checkbox"/> Express Abandonment Request	<input type="checkbox"/> Request for Refund	
<input type="checkbox"/> Information Disclosure Statement	<input type="checkbox"/> CD, Number of CD(s) _____	
<input type="checkbox"/> Certified Copy of Priority Document(s)	Remarks	
<input type="checkbox"/> Response to Missing Parts/Incomplete Application	Enclosures:	
<input type="checkbox"/> Response to Missing Parts under 37 CFR 1.52 or 1.53	1. Supplemental Petition to Withdraw Holding of Abandonment; and	
	2. Affidavit of Jeffrey S. Whittle as Attachment A, including Affidavit of Leticia Herrera as Attachment 1.	

SIGNATURE OF APPLICANT, ATTORNEY, OR AGENT	
Firm or Individual name	Jeffrey S. Whittle, Reg. No. 36,382 Bracewell & Patterson, LLP
Signature	
Date	5/20/04

CERTIFICATE OF TRANSMISSION/MAILING			
I hereby certify that this correspondence is being facsimile transmitted to the USPTO or deposited with the United States Postal Service with sufficient postage as first class mail in an envelope addressed to: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450 on the date shown below.			
Typed or printed name	Dora Rios		
Signature		Date	5-20-04

This collection of information is required by 37 CFR 1.5. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.14. This collection is estimated to 2 hours to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, U.S. Department of Commerce, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS. SEND TO: Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

If you need assistance in completing the form, call 1-800-PTO-9199 and select option 2.